



## 24 Search Results

**Search Criteria:** Primary Subject Name:scribd; Primary Subject Company Name:scribd; Created Date:8/20/2008 to 8/20/2013; Selected Complaint Types:Identity Theft, Do Not Call, Fraud and Other Complaints, and All Other Record Types ; Name Variations Included  
**Print Date:**9/11/2013 2:37:59 PM

<b>Record # 1</b>				
<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd	211 Sutter St., San Francisco	California	--
<b>Consumer Information:</b> (City, State, Zip)	(b)(6)			
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Other (Note in Comments)			
<b>Created Date:</b>	7/29/2013 12:00:00 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	Internet Crime Complaint Center			
<b>Comments:</b>	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: The website allows download the full text of a book published by our Publishing House Lakov Press at this url: <a href="http://www.scribd.com/doc/36084427/%D0%9F%D1%80%D0%B8%D0%BD%D1%86%D0%B8%D0%BF%D0%B8-%D0%BD%D0%B0-%D0%9D%D0%9B%D0%9F">http://www.scribd.com/doc/36084427/%D0%9F%D1%80%D0%B8%D0%BD%D1%86%D0%B8%D0%BF%D0%B8-%D0%BD%D0%B0-%D0%9D%D0%9B%D0%9F</a>			
<b>Theft Subtype:</b>				
<b>Associated Institutions:</b>				
<b>Amount Paid:</b>	\$1,000.00			

<b>Record # 2</b>				
<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd.com	539 Bryant St Ste 200, San Francisco	California	4158969890
<b>Consumer Information:</b> (City, State, Zip)				
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Internet Information Services			
<b>Created Date:</b>	7/9/2013 12:00:00 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	BBB CA Oakland			
<b>Comments:</b>	see attached			
<b>Theft Subtype:</b>				
<b>Associated Institutions:</b>				
<b>Amount Paid:</b>				

<b>Record # 3</b>				
<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd.com	539 Bryant St Ste 200, San Francisco	California	4158969890
<b>Consumer Information:</b> (City, State, Zip)	PORTLAND, Oregon, 97230			

<b>Reference Number:</b>	(b)(6)
<b>Product Service Code:</b>	- Internet Information Services
<b>Created Date:</b>	6/18/2013 12:00:00 AM
<b>Complaint Type:</b>	CSN
<b>Complaint Source:</b>	BBB CA Oakland
<b>Comments:</b>	I ordered a 1 month subscription for \$5.99. I was charged an entire year and after realizing it canceled it within 5 minutes. I had to still pay it. I asked to cancel my order and it wasn't done. I called the only number they have a got the same message, 'The voicemail is full and cannot take any calls at this time.' I disputed it with my bank and they still wouldn't cancel my order even after I cancelled it less than 5 minutes of realizing I was duped for a full year and not just a 1 month of a service that I will never use. I was doing a paper and wanted to check out a book online...big mistake!!!! --- Additional Comments: I want my flippin money in the amount of \$59 credited to my account along with the overage fee my bank charged me of \$34.
<b>Theft Subtype:</b>	
<b>Associated Institutions:</b>	
<b>Amount Paid:</b>	

## Record # 4

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Www.scribd.com	--	--	--
<b>Consumer Information:</b> (City, State, Zip)	HARTFORD, Connecticut, 06105			
<b>Reference Number:</b>	46042999			
<b>Product Service Code:</b>	- Other (Note in Comments)			
<b>Created Date:</b>	5/9/2013 12:00:00 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	Internet Crime Complaint Center			
<b>Comments:</b>	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: (b)(6) written from Russian to English. The title is (b)(6). The author is Vladimir Avdeyev. It was available in a PDF form at \$4.99 at the publisher website, which is www.lulu.com. Paperback is \$39.00; Hardcover \$47.98. The perpetrator appears to have purchased a PDF version, and provided its entire contents online, without permission. As of a week ago, there had been 1,500 reads of the file. As of today, there have been 1,600+ reads. This figure represents at least 1,600 sales which I have lost. It is also available for download from scribd.com. I learned that (b)(6) was available without authorization, quite by accident. (b)(6) Avdeyev referred to in his work; the referenced book is titled, "RASOVAYA DIFFERENTSIATSIYA CHELOVECHES'TVA", by G.L. Khit, according to which Khit states that in Russia, one may determine the ethnicity of an unidentified criminal suspect, by examining any fingerprints they have left behind - the author asserts that ethnic groups have identifiable fingerprint patterns. She and her colleagues also state that, according to an anthropological aggression index, Chechen women rank the highest for violent, aggressive behavior. I thought this might be useful for police work in America, so I decided to search for the title to see if it was available for translation. A google search using the title and author yielded only one link: footnote 255 from the book (b)(6) which I had translated! I clicked the link and thus discovered that the entire content of the book was available on line. This book was translated with the permission of the author, Vladimir Avdeyev, who receives 50% of the profits from any sales of (b)(6). When I advised him that the translation of his work appears to have been pirated, he became concerned and requested that I make a complaint with you. --- Specified Other Payment: royalty payments</p>			
<b>Theft Subtype:</b>				
<b>Associated Institutions:</b>				
<b>Amount Paid:</b>	\$3,200.00			

## Record # 5

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd.com	539 Bryant St Ste 200, San Francisco	California	4158969890
<b>Consumer Information:</b> (City, State, Zip)	TOWSONT, Maryland, 21286			
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Internet Information Services			

<b>Created Date:</b>	5/8/2013 12:00:00 AM
<b>Complaint Type:</b>	CSN
<b>Complaint Source:</b>	BBB CA Oakland
<b>Comments:</b>	On April 3 2013 I requested by email that my Scribd account be closed. I paid for a month of service on march 22 and was payed up to April 22. On April 22 2013 Scribd charged my account again after acknowledging that I requested that the account be closed, and that 'there was no indication that additional funds had been withdrawn from the account. I was advised by Gary Villalobos on the support desk that the matter would be investigated after receipt of all information pertaining to my complaint. I have submitted all information from my bank which indicates that the \$9 unauthorized deduction from my account had ballooned to \$45.76. That amount is now \$150 due to the domino effect of this unauthorized deduction. I spoke to a customer care representative from M&T Bank who confirmed that this problem was caused by the deduction by Scribd. To date, after numerous requests via email I have had no reply from Mr. Villalobos! --- Additional Comments: I want scribd to replace the \$150 charged to my account by M&T Bank. This has caused me much strain and stress due to the fact that I live on an extremely limited income and am facing numerous complications due to these actions committed by Scribd.
<b>Theft Subtype:</b>	
<b>Associated Institutions:</b>	
<b>Amount Paid:</b>	

## Record # 6

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd.com	539 Bryant St Ste 200, San Francisco	California	4158969890
<b>Consumer Information:</b> (City, State, Zip)	GREENVILLE, Ohio, 45331			
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Internet Information Services			
<b>Created Date:</b>	4/30/2013 12:00:00 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	BBB CA Oakland			
<b>Comments:</b>	I purchased 2 (buy 1 get 1 free) tutoring programs. I recieved the 1 program with everything there. The free program was missing half the assignments. I contacted the seller, who replied saying he was going to give me another tutoring program to make up for the one that wasn't complete. I responded back to them saying that would be fine, or just give me the assignments missing. I haven't heard from them since. The site SCRIBD.com gave me a bogus story saying they more or less have no affiliation with the seller. Well if that was the case how come everything I purchased from there I am given a SCRIBD receipt. I have all documentation of the correspondence with the seller who acknowledged there were assignments missing. I want a full refund from this site. I have been nice, and patient. That is over now. The phone number to call them is bogus also. --- Additional Comments: I want my money back in full. Games over. If I wanted to purchase something with missing stuff I could of easily done so. Here is my receipt. Scribd: Publish To Millions. Share With Friends. Search Billions of Words. -----Hi xxxsolxxx, Thank you for your purchase from Scribd! Here is your receipt. COM 156 Details: Order Number: 421136582 Date: April 22, 2013 Total Charged (USD): \$45.99 To view your purchase, please visit your My Content page, or view the document directly at COM 156. You must log in with the account you used to make your purchase. To learn more about reading documents on Scribd, please see our FAQ. If you have any questions or concerns email our Customer Support team at support@scribd.com; please include a copy of this receipt in your request. P.S. You can always fine-tune which notifications you receive or opt-out completely. -----Scribd Inc., 539 Bryant St., Suite 200, San Francisco, CA 94107, USA			
<b>Theft Subtype:</b>				
<b>Associated Institutions:</b>				
<b>Amount Paid:</b>				

## Record # 7

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd.com	539 Bryant St Ste 200, San Francisco	California	4158969890
<b>Consumer Information:</b> (City, State, Zip)	APPLETON, Wisconsin, 54911			
<b>Reference Number:</b>	(b)(6)			
	- Internet Information Services			

<b>Product Service Code:</b>	
<b>Created Date:</b>	12/18/2012 12:00:00 AM
<b>Complaint Type:</b>	CSN
<b>Complaint Source:</b>	BBB CA Oakland
<b>Comments:</b>	We found three of our copyrighted books being sold on Scribd.com. After 6 emails to Scrib.com asking for our books to be removed, emails in which we, as the copyright holders were accused By JKason at Scribd.com of possible illegal activity , we went to the physical site of Scribd.com in San Francisco to make sure that our books were removed from Scrid.com. After our time and expense the books were removed. When asked who removed them we were told by Trip Adler and his associate that we would need to file a lawsuit and get a judge's order to find out who suddenly removed the books while we were in the office in San Francisco. --- Additional Comments: To let people be warned and be aware that Scribd.com knowingly and willingly uses copyrighted material as part of their business.
<b>Theft Subtype:</b>	
<b>Associated Institutions:</b>	
<b>Amount Paid:</b>	

## Record # 8

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd.com	539 Bryant St Ste 200, San Francisco	California	4158969890
<b>Consumer Information:</b> (City, State, Zip)	WAILUKU, Hawaii, 96793			
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Internet Information Services			
<b>Created Date:</b>	12/6/2012 12:00:00 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	BBB CA Oakland			
<b>Comments:</b>	This online blog company allows blog users to post documents that constitute libel and deliberate attempts to disparage another individual's character. When advised that a current post has resulted in a bar complaint against two attorney's involved and may soon result in litigation against the city government that perpetuated it, Scribd wholly ignored the email providing this alert and in which it was requested that they remove the document. Failing this subjects Scribd to complicity in the defamation and becoming a defendant in a pending suit. --- Additional Comments: As an alternative to litigation that Scribd remove the document.			
<b>Theft Subtype:</b>				
<b>Associated Institutions:</b>				
<b>Amount Paid:</b>				

## Record # 9

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd.com	539 Bryant St Ste 200, San Francisco	California	4158969890
<b>Consumer Information:</b> (City, State, Zip)	SALT LAKE CITY, Utah, 84103			
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Internet Information Services			
<b>Created Date:</b>	11/20/2012 12:00:00 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	BBB CA Oakland			
<b>Comments:</b>	1. I accepted a Scribd MONTHLY membership on 11/17/12 and they charged me for an entire year. 2. The document I was interested in was fake and contained no relevant information. 3. Information regarding subscription cancellations is not readily available on their website. I was finally able to find out how to cancel my subscription and request a refund. 4. Scribd refuses to refund the entire purchase price. --- Additional Comments: Refund the entire purchase price.			
<b>Theft Subtype:</b>				
<b>Associated Institutions:</b>				
<b>Amount Paid:</b>				



## Record # 10

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd	--	--	--
<b>Consumer Information:</b> (City, State, Zip)	SUMMERVILLE, South Carolina, 29485			
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Spyware\Adware\Malware			
<b>Created Date:</b>	11/14/2012 12:00:00 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	Internet Crime Complaint Center			
<b>Comments:</b>	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: I have not personally been victimized but felt the need to report what I found online. I am not sure what avenue to best report this, if it is even an incident. I was concerned that I found an FBI document publicly available online that is marked "UNCLASSIFIED//FOR OFFICIAL USE ONLY/LAW ENFORCEMENT SENSITIVE" (FOUO/LES). I have provided the website address above. In an effort to do some research on special document handling, I stumbled across the above mentioned address via google.			
<b>Theft Subtype:</b>				
<b>Associated Institutions:</b>				
<b>Amount Paid:</b>	\$0.00			

## Record # 11

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd.com	539 Bryant St Ste 200, San Francisco	California	4158969890
<b>Consumer Information:</b> (City, State, Zip)	SIOUX FALLS, South Dakota, 57106			
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Internet Information Services			
<b>Created Date:</b>	9/13/2012 12:00:00 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	BBB CA Oakland			
<b>Comments:</b>	on 9/12/12 a order for \$59.00 came through my bank account that I did not purchase. Dropped off the account and was resent on 9/13/12. Have tried calling the company per the contact info on bank statement. Not able to talk to a live person or leave message for operator or Michelle Laird. The following is from my bank statement: "09/13/2012 1292 POS PURCHASE SCRIBD.COM 415-896-9890 CA SCRIBD.COM 59.00ADDITIONAL DETAILS:Case is being handled by another organization: Sioux Falls Police Department --- Additional Comments: Would like the original charge plus the NSF charge refunded (\$35) to my account. I would also like a return call at 605-362-0709 about this matter. Want info on the purchaser for the police report case#64176 that I have filed.			
<b>Theft Subtype:</b>				
<b>Associated Institutions:</b>				
<b>Amount Paid:</b>				

## Record # 12

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd.com	539 Bryant St Ste 200, San Francisco	California	--
<b>Consumer Information:</b> (City, State, Zip)	JEROME, Idaho, 83338			
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Internet Information Services			
<b>Created Date:</b>	12/15/2011 12:00:00 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	BBB CA Oakland			
<b>Comments:</b>	I signed up for a month, which was \$12.00, or I could have done a subscription for \$59.00. I wanted to try it out, so I done the one month option. Instead they charged me the following month which charged me an			

overdraft fee plus the month charge. This is unacceptable. I don't think they can legally access my account unless there is permission. I had the one month option, not the subscription. I enclosed some copy and pastes from email below: To Whom it may concern, Because your contract was not stated saying recurring payments, I will be seeking an overdraft fee of \$35.00 plus the charge. I shouldn't have to pay for your companies inadequacies to put in writing that it was a subscription. OVERDRAFT FEE FOR ITEM \$92.32 12/02 RECUR DEBIT CRD PMT 12/01 CABLE ONE INC 1 602-3646236 AZ 434256XXXXX8821 3361400097366 \$35.00 CHECK CRD PURCHASE 11/24 SCRIBD.COM 415-896-9890 CA 434256XXXXX8821 331140018701459 ?MCC=5942 01 \$12.00- Show quoted text (b)(6) Dec-15 10:32 am (PST): To help make up for the difficulty, I went ahead and refunded your two additional payments for a total of \$24. You should receive the refunds in your account, within 1-3 business days. Regards, Alex @ Scribd Customer Support Questions? [http://scribd.com/guide\(ME\)](http://scribd.com/guide(ME)) To Whom it may concern, I really appreciate you putting forth the effort, you have a great company. I do apologize for running a tight bank account and putting you through this. However, I did deactivate my check card. I am sorry for the inconvenience. Could I receive a check? Thanks, (b)(6) Dec-15 02:20 pm (PST): Hello (b)(6) I'm sorry, but I don't have the ability to issue checks for refunds. Since I'm only able to refund money back to the card that was used, I recommend you contact your card issuer to resolve this issue. Regards, Alex @ Scribd Customer Support Questions? <http://scribd.com/guideNow> they have charged to my account, I deactivated my card so they won't make any other charges to it. It makes me feel vulnerable and then they tell me we can't refund you your money because we accidentally charged you. --- Additional Comments: I would like the overdraft fee plus the amount they charged me. Total (35.00 overdraft + 12 they charged as seen in the description) \$47.00.'

Theft Subtype:

Associated Institutions:

Amount Paid:

## Record # 13

Subject Information:	Name	City	State	Phone
	Scribd.com	--	--	--
Consumer Information: (City, State, Zip)	SAN ANTONIO, Texas, 78230			
Reference Number:	33279955			
Product Service Code:	- Other (Note in Comments)			
Created Date:	10/17/2011 12:00:00 AM			
Complaint Type:	CSN			
Complaint Source:	Internet Crime Complaint Center			
Comments:	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: The web-site of "scribd.com" is allowing the freely distribution electronic copies of the CISSP All-in-One Exam Guide. Without any retribution to the publisher or Logical Security.			
Theft Subtype:				
Associated Institutions:				
Amount Paid:	\$89.99			

## Record # 14

Subject Information:	Name	City	State	Phone
	Scribd.com	539 Bryant St Ste 200, San Francisco	California	--
Consumer Information: (City, State, Zip)	EUGENE, Oregon, 97401			
Reference Number:	33646002			
Product Service Code:	- Internet Information Services			
Created Date:	10/17/2011 12:00:00 AM			
Complaint Type:	CSN			
Complaint Source:	BBB CA Oakland			
Comments:	-----Original Message-----From: (b)(6) Sent: Thursday, October 13, 2011 3:31 PM To: (b)(6) Subject: Re: BBB Complaint: (b)(6) vs. scribd.com This is a summary of the transaction from my bank account user. 10/11/11 Visa Purchase (Non-pin) Hal"univ Academi650-5572078 Ca \$79.95 The company name: SCRIBDI didn't find phone number and address on their website this is the website that I used when I put my credit card info <a href="http://www.scribd.com/doc/66584501/9-">http://www.scribd.com/doc/66584501/9-</a>			

27-11-Class-notesIs that what you need? SalehOn Thu, 13 Oct 2011 10:03:25 -0700, (b)(6) wrote:October 13, 2011 (b)(6) Thank you for contacting your BBB regarding your complaint. As I expressed in a voice mail message I left on Thursday, October 13, in order for us to process your complaint, we need complete information regarding the business (or the person you gave your \$79.95 to) you wish to file your complaint against. We also do not process complaints anonymously; therefore we need your complete information also. Please provide the following information: BUSINESS (filing the complaint against) OR the person you gave your money to. NAME: scribd.comADDRESS: 539 Bryant StCITY, STATE, ZIP: San Francisco, CA 94107PHONE: FAX NO. Web: www.scribd.comYOUR INFORMATION: NAME: (b)(6) ADDRESS: (b)(6) CITY, STATE, ZIP: Eugene, OR 97401 PHONE: 517 250-9971 EMAIL: Talha@uoregon.edu DATE PROBLEM OCCURRED? DATE(S) YOU COMPLAINED TO BUSINESS: BUSINESS CONTACT NAME? PRODUCT OR SERVICE INVOLVED: internet publishingBRAND NAME OR MANUFACTURER: MODEL NAME OR NUMBER:DATE PURCHASED: ORDER CONTRACT ACCT OR POLICY NUMBER: AMOUNT INVOLVED \$ 79.95 HAS THIS GONE TO COURT? YOUR COMPLAINT IS? I noticed that you deducted \$ 79.95 from my account on 10/7/2011 I did not accept to pay that amount ever! Also I didn't face any step in your website asking me to pay that amount! What I accepted to pay was about \$6 to get some Economics notes for my class at University of Oregon. I noticed that you deducted \$ 79.95 from my account on 10/7/2011 I did not accept to pay that amount ever! Also I didn't face any step in your website asking me to pay that amount! What I accepted to pay was about \$6 to get some Economics notes for my class at University of Oregon. Regards, Saleh Talha > > WHAT SETTLEMENT YOU CONSIDER FAIR? Could you please return my \$ 79.95 to my account and cancel my subscription on your website. Or you may go to www.bbb.org and select "file a complaint." I am also including your information so that you may include that information on the form. M. Case - Consumer Counselor Tel: (b)(6) Email: (b)(6) Start With Trust Golden Gate BBB 1000 Broadway, Suite 625 Oakland, CA 94607 Marnie Case - Consumer Counselor Tel: 510-844-2017 Email: (b)(6) Start With Trust Golden Gate BBB 1000 Broadway, Suite 625 Oakland, CA 94607 RegardsSaleh --- Additional Comments: Could you please return my \$ 79.95 to my account and cancel my subscription on your website. '

Theft Subtype:

Associated  
Institutions:

Amount Paid:

## Record # 15

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd.com	539 Bryant St., San Francisco	California	4158969890
<b>Consumer Information:</b> (City, State, Zip)	NASHVILLE, Tennessee, 37211			
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Other (Note in Comments)			
<b>Created Date:</b>	6/16/2011 12:00:00 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	Internet Crime Complaint Center			
<b>Comments:</b>	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: On January 4, 2011 I purchased a one month subscription to the download materials published on www.scribd.com. The receipt I received via email stated it was for a one month subscription. Upon review of my credit card statement I discovered a recurring charge of \$9 per month. I've attempted to contact this vendor on numerous occasion at the number provided on my credit card statement. Each attempt to speak with a living individual was unsuccessful. There are on 2 actual telephone extensions to even attempt to leave a message and those voice message boxes cannot accept new messages. --- Specified Other Payment: Recurring charges			
<b>Theft Subtype:</b>				
<b>Associated Institutions:</b>				
<b>Amount Paid:</b>	\$45.00			

## Record # 16

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd.com	539 Bryant St Ste 200, San Francisco	California	--
<b>Consumer Information:</b> (City, State, Zip)	HARRISBURG, Arkansas, 72432			
	(b)(6)			

<b>Reference Number:</b>	
<b>Product Service Code:</b>	- Internet Information Services
<b>Created Date:</b>	5/17/2011 12:00:00 AM
<b>Complaint Type:</b>	CSN
<b>Complaint Source:</b>	BBB CA Oakland
<b>Comments:</b>	On May 15, 2011, I was directed by my instructional assistant in the Master's class I am taking to the scribd.com website to order a book. I followed the directions to buy the book titled School and Community Relations, 3rd Edition and each time I tried it said there was a problem with the credit card I used. So naturally I tried a couple more times thinking that it was an input error on my part. It wasn't because to my surprise on 5/16/11 I had 3 charges for 59.95 on my debit card for a total of 179.85 and still no access to the book. I proceeded to buy the book I needed for my class from Amazon.com. I have tried contacting this company several times with no answer. Please help me resolve the matter quickly. --- Additional Comments: I am seeking 179.85 for the book and if it is not refunded by 5/20/2011 I will need 296.85 because my account will then incur an insufficient funds fee.'
<b>Theft Subtype:</b>	
<b>Associated Institutions:</b>	
<b>Amount Paid:</b>	

## Record # 17

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd	San Francisco	--	--
<b>Consumer Information:</b> (City, State, Zip)				
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Internet Information Services			
<b>Created Date:</b>	4/14/2011 8:37:28 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	FTC Online Complaint Assistant (CIS)			
<b>Comments:</b>	http://www.scribd.com/search?query=lorraine+montellier My personal address and my income for 2009 is on this site, which is a violation of my privacy			
<b>Theft Subtype:</b>				
<b>Associated Institutions:</b>				
<b>Amount Paid:</b>				

## Record # 18

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd.com	539 Bryant St Ste 200, San Francisco	California	--
<b>Consumer Information:</b> (City, State, Zip)	SANTA ROSA, California, 95403			
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Internet Information Services			
<b>Created Date:</b>	3/25/2011 12:00:00 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	BBB CA Oakland			
<b>Comments:</b>	This company stole my copyrighted book and sells it on their web site without my permission. I have asked them several times to take it down, filled out their paper work and they still are selling it without my consent or compensation. --- Additional Comments: I want them to stop selling my book on line and an apology for stealing my work.'			
<b>Theft Subtype:</b>				
<b>Associated Institutions:</b>				
<b>Amount Paid:</b>				

## Record # 19

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd	--	--	--



<b>Consumer Information:</b> (City, State, Zip)	PARKVILLE, Maryland, 21234
<b>Reference Number:</b>	(b)(6)
<b>Product Service Code:</b>	- Internet Information Services
<b>Created Date:</b>	8/28/2010 12:00:00 AM
<b>Complaint Type:</b>	CSN
<b>Complaint Source:</b>	Internet Crime Complaint Center
<b>Comments:</b>	(b)(6) On 28 August 2010, I was alerted to the possibility that some illegal uploaders might be using Scribd.com to as a venue for transmitting illegal copies of copyrighted books. Upon checking, I found my book (b)(6) published through Samhain Publishing in both digital (b)(6) and print (b)(6) had been uploaded on 16 November 2009 and read 570 times. At this time I am unsure if the "reads" counter is for people accessing the page or if there is some other way the Scribd.com site tallies if an upload is actually being read. The person who uploaded the file has a Scribd.com ID of Texasgurlrochelle - profile URL <a href="http://www.scribd.com/texasgurlrochelle">http://www.scribd.com/texasgurlrochelle</a> . I can only assume this person is a girl and that her first name is Rochelle and that she lives in Texas or resided there at one time. I am sending a DMCA complaint to Scribd.com. I have also printed out copies of the web pages concerning this infringement.
<b>Theft Subtype:</b>	
<b>Associated Institutions:</b>	
<b>Amount Paid:</b>	\$3,135.00

## Record # 20

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd.com/doc20346680/bill-for-feb-09	--	--	--
<b>Consumer Information:</b> (City, State, Zip)	San Antonio, Texas, 78254			
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Telephone: Carrier Switching			
<b>Created Date:</b>	12/31/2009 3:40:44 PM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	FTC Call Center			
<b>Comments:</b>	Consumer reports that she went to the web site above and found out that her whole Sprint phone bill is listed on line.			
<b>Theft Subtype:</b>				
<b>Associated Institutions:</b>				
<b>Amount Paid:</b>	\$0.00			

## Record # 21

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd.com	--	--	--
<b>Consumer Information:</b> (City, State, Zip)	TOFINO, V0R 2Z0			
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Internet Information Services			
<b>Created Date:</b>	10/15/2009 12:00:00 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	Internet Crime Complaint Center			
<b>Comments:</b>	ICCC Ref #: I0910151901057261. Scribd.com has infringed my copyright on my book, The Ultimate pH Solution, by publishing the full content of this material at: <a href="http://www.scribd.com/doc/21066354/Michelle-Schoffro-Cook-The-Ultimate-pH-Solution">http://www.scribd.com/doc/21066354/Michelle-Schoffro-Cook-The-Ultimate-pH-Solution</a> They were never granted authorization to do so by either me (the copyright holder) nor HarperCollins, to which the copyright was licensed.			
<b>Theft Subtype:</b>				
<b>Associated Institutions:</b>				
<b>Amount Paid:</b>	\$5,000.00			

## Record # 22

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd, Inc.	211 Sutter Street, San Francisco	California	--
<b>Consumer Information:</b> (City, State, Zip)	NEW YORK, New York, 10156-1970			
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Internet Information Services			
<b>Created Date:</b>	2/18/2009 12:00:00 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	Internet Crime Complaint Center			
<b>Comments:</b>	<p>ICCC Ref #:10902181729098371. I HAVE WRITTEN 11,533 CHARACTERS WITHOUT SPACES. WITH SPACES, THE NUMBER OF CHARACTERS IS 13,773. MAY I PLEASE HAVE AN EMAIL ADDRESS SO THAT I CAN SEND THE COMPLETE EXPLANATION WHICH IS JUST OVER THE 12000 CHARACTERS ALLOWED BY YOUR TEMPLATE. THANK YOU. cstory@worldreports.org. At 3:51pm UK time on 09 December 2008 (b)(6) 51 Regis Street, Brisbane, Queensland, Australia 4107 sent us an email as follows: 'Just a small message: I have found your book on scribd.com. It was loaded 14 days ago. The user's name is t2p22. I thought you would like to be told about it. The Title is The (b)(6) I am the Editor and Publisher, through my company (b)(6) of certain specialist books. Our main office is (b)(6) United Kingdom. The New York address is our branch office. It is based in (b)(6) Street, New York, NY 10016 USA. I have provided a 1-800 number which reaches me whichever location I am at. Details of our Titles can be checked at: (b)(6) On 9th December 2008 I embarked upon a struggle with (b)(6) in which I ordered them to remove my huge book, (b)(6) which took me 5 years to write and publish, and which had been illegally uploaded onto their publishing platform, immediately. Throughout 10th December we were still struggling with these people. On 10th December it transpired (a) that two further Titles of ours, (b)(6) had also been illegally uploaded onto this site. We also discovered that while www.scribd.com then removed the upload of The New Underworld Order from the platform, two further copies of The New Underworld Order had meanwhile separately been loaded onto the site. All our works carry the following text on what we call the 'Preliminaries Page': 'All right reserved. No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or any information storage and retrieval system, without either prior permission in writing from the publishers or a licence permitting restricted copying. In the United Kingdom such licenses are issued by the Copyright Licensing Agency (CLA) Ltd, 90 Tottenham Court Road, London W1P 9HE. The right of [name of Author] to be identified as the Author of this work has been asserted by him in accordance with the United Kingdom Copyright, Designs and Patents Act 1988'. Notwithstanding this explicit text, in all FOUR instances cited above, the entire texts were illegally displayed on this website contrary to our rights and to law. On or about 22nd January 2009, we discovered that our (b)(6) had been re-uploaded onto the www.scribd.com website. We protested yet again and after some hours, the illegal upload was removed. On 30th January 2009, we discovered that our title (b)(6) had again been illegally placed onto the www.scribd.com website. It remained there for between 12 and 14 hours before it was removed. During this period, when we checked a second time, over 50 copies had been downloaded from www.scribd.com. Some hours later, the total number of such stolen or pirated copies of my/our work had risen to over 70. Investigations surrounding the first incident revealed that our Title (b)(6) had been illegally posted in toto on the www.scribd.com website on 27th August 2008. Between that date and 11th December 2008, at least 420 copies of our book had been illegally stolen/downloaded/pirated. We have since established that copies of our book have proliferated all over the world following these events. I represent (a) my Publishing firm (b)(6) which owns the copyright and world rights to all of these titles; and (b) The Authors of the works. They are: (b)(6)</p>			
<b>Theft Subtype:</b>				
<b>Associated Institutions:</b>				
<b>Amount Paid:</b>	\$0.00			

## Record # 23

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd	--	--	--
<b>Consumer Information:</b> (City, State, Zip)	ABERDEEN, New Jersey, 07747			
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- IDT Other			
<b>Created Date:</b>	2/3/2009 12:00:00 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	Internet Crime Complaint Center			

<b>Comments:</b>	ICCC (b)(6) work in customer service at my job. A customer gave me a CC but not the type, so I went online to find out what kind of cc started with the same numbers as my customers so I wouldn't have to bother them again. I typed into google what cc start with the numbers **** and I clicked on first site that popped up. Apparently on this site people are giving out and selling people CC numbers, giving out social security #, addresses, passwords, security codes, etc. I was appalled by my findings and didn't know who to tell. the web address is <a href="http://www.scribd.com/doc/8913/What-Do-All-of-Those-Credit-Card-Numbers-Mean">http://www.scribd.com/doc/8913/What-Do-All-of-Those-Credit-Card-Numbers-Mean</a> . Im sure there are some poor people that could use your help.
<b>Theft Subtype:</b>	
<b>Associated Institutions:</b>	
<b>Amount Paid:</b>	\$0.00

## Record # 24

<b>Subject Information:</b>	<b>Name</b>	<b>City</b>	<b>State</b>	<b>Phone</b>
	Scribd.com	211 Sutter Street, Second Floor, San Francisco	California	--
<b>Consumer Information:</b> (City, State, Zip)	BRONX, New York, 10467			
<b>Reference Number:</b>	(b)(6)			
<b>Product Service Code:</b>	- Other (Note in Comments)			
<b>Created Date:</b>	1/6/2009 12:00:00 AM			
<b>Complaint Type:</b>	CSN			
<b>Complaint Source:</b>	Internet Crime Complaint Center			
<b>Comments:</b>	<p>ICCC (b)(6) WRITE THIS COMPLAINT PURSUANT TO TITLE 18 USC SECTION 241, SPECIFICALLY, SCRIBD'S WILLFUL ENJOINMENT IN A DOCUMENTED CONSPIRACY AGAINST RIGHTS VIA MALICIOUSLY AND CRIMINALLY TARGETING AND SABOTAGING MY SCRIB DOCUMENTS IN RETALIATION TO DOCUMENTING SERIAL KILLER BOYDEN GRAY'S SICK, DOCUMENTED, PATHETIC, INSANE CRIMES AND DISGUISED KILLING OPERATIONS. SCRIBD IS BEING USED AS HIS PSYCHOTIC PITTING ZONE. HE PIT SCRIBD TO CONSPIRE AGAINST ME AND TO SILENCE DOCUMENTATION OF HIS ATTEMPTED DISGUISE KILLING OPERATIONS. HE LITERALLY, CRIMINALLY, MALICIOUSLY, AND VINDICTIVELY SHUT DOWN MY ESL DOCUMENTS AT: <a href="http://www.scribd.com/doc/7379539/Past-Tense-Lesson-Ed-Pronunciation-Spelling-and-Irregular-Verbs">http://www.scribd.com/doc/7379539/Past-Tense-Lesson-Ed-Pronunciation-Spelling-and-Irregular-Verbs</a>. SINCE UNREGULATED, HE IS NOW USING SCRIBD TO COVERTLY SHUT DOWN MY (b)(6) AT: PLEASE VISIT: <a href="http://www.scribd.com/my_docs">http://www.scribd.com/my_docs</a> SERIAL KILLER BOYDEN GRAY HAS CRIMINALLY INTERCEPTED EVERY ASPECT OF MY ONLINE LIFE AND HE HAS TO BE STOPPED. PLEASE NOTE I HAVE WRITTEN SCRIBD DECENT SHORT EMAILS REQUESTING CORRECTION OF THE SABOTAGE DISGUISED AS REPEATED CONVERSION ERRORS. THEY HAVE REFUSED TO RESPOND. I WOULD LIKE THEIR DOCUMENTED CONSPIRACY AGAINST RIGHTS TO BE DOCUMENTED AS I HAVE TRIED TO HAVE THEM CORRECT THEIR SABOTAGE AND SILENCING CRIMES. SERIAL KILLER BOYDEN GRAY NEEDS TO BE INSTITUTIONIZED. HE IS A DEADLY SICK, DEMON POSSESSED MAN, THAT IN GOD'S TIME WILL LOUDLY REVEAL HIMSELF. IN THE MEAN TIME THE USE OF SCRIBD AND ANY OTHER ENTITY TO VENT HIS REVENGE CAN NOT BE TOLERATED SILENTLY. ALSO, PLEASE VISIT HIS MOST RECENT BOMBING SALES LABORATORY AT: <a href="http://mirsny.googlepages.com/DECEMBER_29_2008_SERIAL_PRESIDENTIAL.pdf">http://mirsny.googlepages.com/DECEMBER_29_2008_SERIAL_PRESIDENTIAL.pdf</a> AND <a href="http://mirsny.googlepages.com/THEPRESCRIPTIONANDTHEBOMBSUNDAYCOAN.ppsx">http://mirsny.googlepages.com/THEPRESCRIPTIONANDTHEBOMBSUNDAYCOAN.ppsx</a> I AM SICK AND TIRED OF WRITING/APPEALING FOR HELP FROM SCRIBD AND RECEIVING NO RESPONSE AS IF I AM NOT A PERSON. THIS HAS GOT TO STOP, COUPLED WITH THEIR MALICIOUS COVERT SABOTAGE, HARRASSMENT, AND CONSPIRACY TO SILENCE SERIAL KILLER BOYDEN GRAY'S DOCUMENTED MULTIFACETED DISGUISED KILLING OPERATIONS. PLEASE NOTE THEY DO NOT HAVE A LISTED PHONE NUMBER.</p>			
<b>Theft Subtype:</b>				
<b>Associated Institutions:</b>				
<b>Amount Paid:</b>	\$0.00			